

John P. McArtney
Director
Global Corporate Citizenship



One Verizon Way
Basking Ridge, NJ 07920

March 7, 2014

Mr. Patrick A. Trueman
Ms. Dawn Hawkins
Morality in Media
1100 G Street NW
Suite 1030
Washington, DC 20005

Dear Mr. Trueman and Ms. Hawkins:

I am writing in response to your February 28, 2014 letter to Lowell McAdam.

Verizon is proud to have built technology platforms that enable consumers to access a broad range of content over a wide array of devices, platforms and networks. Consumers today have extraordinary choice in and control over the content available to them across these networks. As the volume and choice of content available to consumers has grown over the years, Verizon has remained an industry leader in providing tools to help consumers determine and control what content is appropriate for themselves and for their families.

Verizon makes content available through Verizon FiOS TV and Video on Demand services that is consistent with, and often identical to, content available from other providers, such as Comcast, Time Warner, Charter, Dish, DirecTV, and Cox. Verizon also provides access to the Internet and, through it, to a much broader range of services and content that is not owned, developed or controlled by Verizon. This explosion in choice is a tremendous benefit to consumers, but not all consumers want to have access to all content for themselves and their families all of the time. Verizon therefore has been committed to providing industry-leading options for our customers to make informed choices and to exercise control over their families' use of these networks.

Among the tools that Verizon offers to enable consumers to manage the content they access are the following:

- **Parental control features on FiOS TV.** Verizon offers free, easy-to-use controls that enable consumers to manage viewable programming in ways that are appropriate for all family members. These Parental Controls are featured prominently in the materials we provide to our customers: FiOS TV provides a tutorial video on Parental Controls; Verizon leaves written instructions on setting up parental controls with the customer when their service is installed; and Parental Controls are part of the checklist of items addressed with customers by our installers.

- **Verizon Internet Security Suite.** Verizon provides a subscription service that protects computers, personal information and children from a wide array of online threats and includes a Parental Control feature.
- **Verizon Wireless Content Filters.** Verizon provides free tools to enable consumers to manage content access on their mobile devices, giving parents the opportunity to determine what content is appropriate for their children.
- **Verizon Wireless Family Base.** Verizon offers subscriptions to a suite of tools providing parents the means to monitor their family's use of mobile devices including how, when, and with whom their children use devices.

Verizon also provides informational resources to consumers to help them make informed choices about the services and content they want to access:

- **Online Safety.** Verizon's online safety website (<http://responsibility.verizon.com/online-safety>) provides consumers with expert advice, informative articles, and online safety topics.
- **Insider's Guide.** Verizon's Insider's Guide website (<https://insidersguide.vzw.com>) provides customers with "Tips for Parents" from online safety experts.
- **Safeguards and Controls Community.** Verizon hosts a web-based online community (https://community.verizonwireless.com/community/wireless_services/pc) that provides customers the chance to follow, share and participate in ongoing conversations about digital safety and security.

Finally, Verizon is a member of the Family Online Safety Institute and holds a board position. The Family Online Safety Institute is an international, non-profit organization that works to make the online world safer for kids and their families. FOSI convenes leaders in industry, government and the non-profit sectors to collaborate on new solutions and policies in the field of online safety.

In sum, Verizon believes that consumers have benefited tremendously from access to almost unlimited sources of content and from having the choice to access that content when, where and how they want it. Not all content is desirable to or appropriate for all consumers, however, and Verizon is proud to provide our customers with myriad tools to control the types of content that they and their families have access to through our services.

Sincerely,



John P. McCartney